ITCD

Web Inbox
User Guide
July 2016

Web Inbox is a Web-based tool used to manage your voice mail. It doesn't replace the voice mail on your desktop phone; it merely gives you another method to listen to and manage your voice mail messages. Any changes made through Web Inbox are synched with your desktop phone voice mail. For example, if you delete a message through Web Inbox, the message is also deleted on your desktop phone.

Contents

Connecting Your Headset

You can respond to voice messages verbally from within Web Inbox using a headset or your computer microphone. You also have the option to respond to your voice messages using your desktop phone. If you don't already have a headset, you can request one through your resource approver or IT POC. Connecting your headset is similar to connecting a flash drive or thumb drive to your computer. Device drivers will be installed when you connect your headset.

Before you begin, make sure your computer has booted up completely.

1. Insert the USB cable of your headset into any available USB port on your computer. Alternatively, your headset may make use of stereo jacks. Insert the jack into an available space.

2. Wait for all device notifications to appear. The final message indicates the new hardware has been installed and is ready for use.

> If you have questions about this process, refer to the manufacturer's instructions that accompanied your headset.

3. If the headset is still not working, click **Start** | **Control Panel** | **Sound**.

4. On the **Playback** tab, select the name of your headset (e.g., 2 – Logitech G330 Headset) | Click **Set Default**.

5. Do the same thing on the **Recording** tab | Click **OK**.

Set Default Media Player

Windows Media Player is recommended for Windows. Real Player and QuickTime are the recommended media players for Macintosh. See Changing the Default Media Player for instructions.

Accessing Web Inbox

At this time, Web Inbox only works with the Firefox. Internet Explorer, Safari, and Chrome are not compatible.

To access Web Inbox, follow these steps:

1. Go to https://nhqvun01.voip.hq.nasa.gov/inbox.

2. If prompted, log in to Launchpad with your smartcard and PIN (Windows) or Launchpad credentials (Mac).

   This is an example of the Inbox with a voice message.

3. The first time you log in, you may see a large quantity of old messages, which you can delete.
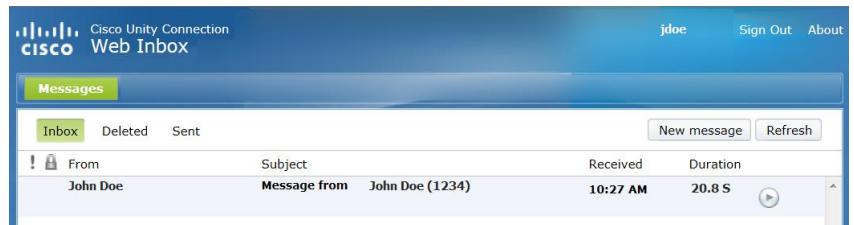
4. If you decide later that you want one of the e-mails that you deleted, you can undelete it.

Recording a Voice Message

To create a new voice message to send to someone's voice mailbox, follow these steps:

1. At the bottom-right of the Inbox, select either **Phone** or **Computer** to indicate what you will use to record the message.

2. At the top-right of the Inbox, click **New message** | **Start Recording** | Start speaking.

3. When finished with the message, click **Stop Recording**.

4. Enter a Headquarters' name in the **To:** field and select from the search results.

5. In the **Subject** text box, enter a subject for your message.

6. Select the desired message indicators: Urgent, Private, Read Receipt, or Secure | Click **Send**.

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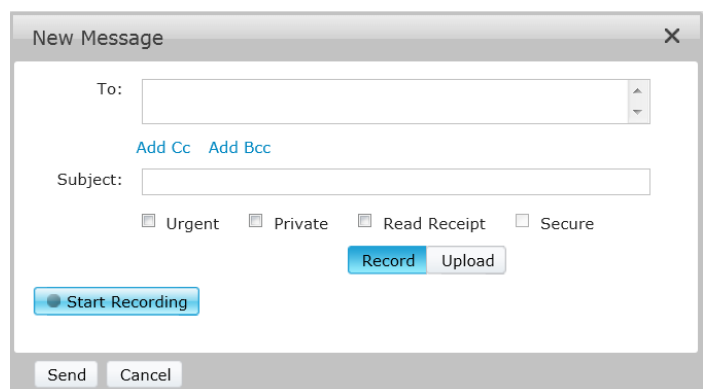
Playing Voice Messages

There are a few different methods for listening to your voice messages using Web Inbox, including sending your messages to a phone in another area of the building.
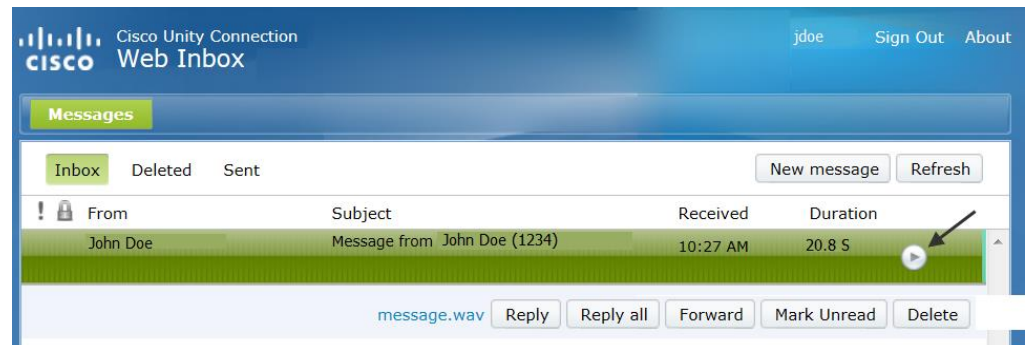
Listen to Message Using Computer

To play a voice message from the Inbox, select **Computer** in the lower-right corner and do one of the following:

- Select the message you want to hear and then click play.
- Double-click the message.

Send Message to Different Phone

If you are away from your desk in another area of the building without your headset, you can send your voice messages to the nearest phone:

1. [Log in to Web Inbox](#).
2. Select **Phone** in the lower-right corner.
3. Enter the four digit extension of the phone you are using.
4. Select the message you want to send, and click play.
5. When the phone rings, pick up and listen to the message.

Managing Voice Messages

After listening to a voice message, you have a number of options for managing the message.
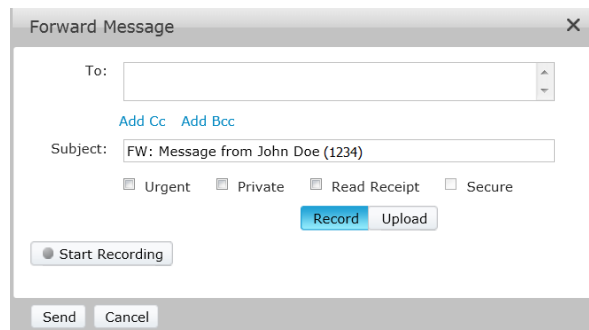

- The capacity for Web Inbox is 14 MB (approximately 25 messages). This includes Deleted messages, which are retained for 15 days. After 15 days, the Deleted folder is emptied, and you will no longer have access those messages.
- For messages received from an outside line, the **Reply** or **Reply all** options are not available.

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Save The Message

If you received a message with important information that you would like to retain, you can save the message as a .wav file. This option is not available for messages marked **Secure**.

1. Right-click on the message.wav link shown above | Select **Save target as…**

2. Navigate to where you would like message to reside.

3. Give the voice message a meaningful file name | Ensure the **Save as type:** is *.wav, as shown at right.

> The saved .wav file uses iTunes. If you have not used iTunes on your computer, it may take a minute to initialize. For assistance, contact the ESD.

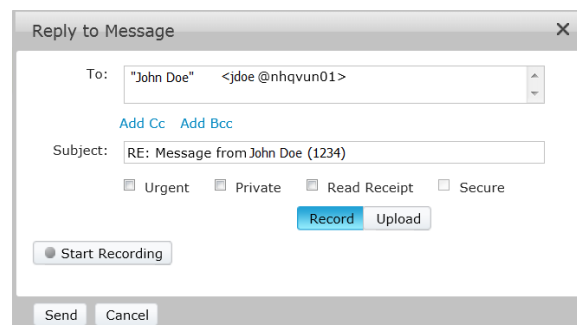4. To listen to the message at a later time, navigate to where you saved the .wav file and double-click.

VoiceMessage.wav   1/2/2015 10:31 AM   WAVE Audio File   155 KB

Reply to The Message

After listening to a voice message, you can reply (or Reply all) by recording a message and then sending it directly to that person's Web Inbox.

> This is only supported on internal HQ calls.

1. At the bottom-right of the Inbox, select either **Phone** or **Computer** to indicate what you will use to record the message.

2. Click **Reply** | On the **Reply to Message** window, click **Record** | **Start Recording** | Start speaking.

3. When finished with the message, click **Stop Recording** | **Send**.

Forward Message

When you forward a voice message to someone at Headquarters, you can record your own message with an explanation of what you are sending:

1. At the bottom-right of the Inbox, select either **Phone** or **Computer** to indicate what you will use to record the message.

2. Click **Forward** | In the **To:** text box, enter the name of the Headquarters person to whom you are sending the message, and choose from the search results.

3. Select the desired message indicators: Urgent, Private, Read Receipt, or Secure.

4. Click **Record** | **Start Recording** | Start speaking.

5. When finished with the message, click **Stop Recording** | **Send**.

The recipient receives both the message you are forwarding, as well as your recorded message.

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Mark Message as Unread

After you listen to a message, if you click **Mark Unread**, it will appear as a new message in Web Inbox, as well as on your desktop phone.

Delete Message

You have the option to delete messages you have and have not listened to. When you click **Delete**, the message is deleted from both Web Inbox, as well as your desktop Phone. It is placed in the **Deleted** folder, which you also can choose to delete permanently by clicking **Empty deleted items**. If you don't empty the items in the Deleted folder, they remain there for 15 days.

Messages in the **Deleted** folder count towards the 14 MB (approximately 25 messages) total capacity. Therefore, to help save space, any messages older than 15 days are permanently deleted.

Undelete Message

If it has been less than 15 days since you deleted a message, you have the option to undelete the message, which puts it back in your **Inbox**. To undelete a message, follow these steps:

1. Click on the **Deleted** tab.

2. Select the message you wish to retain in your **Inbox** | Click **Undelete**, as shown below.

Upload Message

When you create a new voice message, reply to a message, or forward a message, you have the option to attach a .wav file.
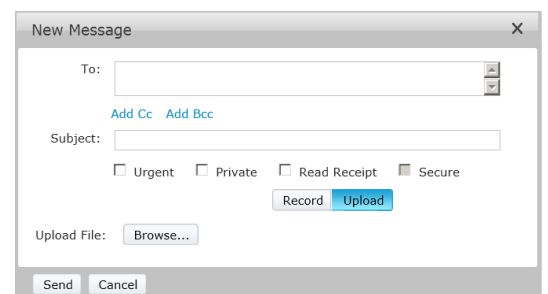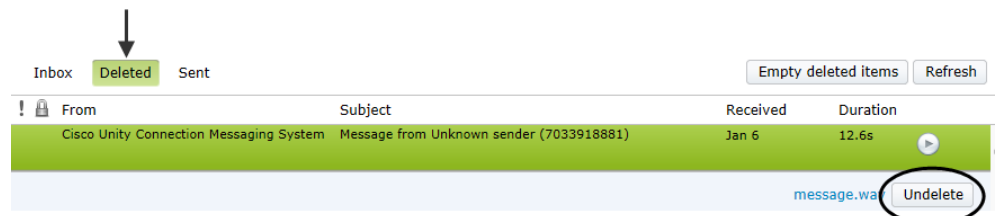
It is recommended that the file size be less than 5 MB. You can send only one file with each message. The only file format this functionality supports is .wav.

1. Click **Upload** | **Browse** | Navigate to where you saved the message | Select it | Click **Open**.

   There is no way to verify the file attached.

2. In the **To:** text box, enter the name of the person to whom you are sending the message, and select from the search results.

3. In the **Subject** text box, enter a subject for your message.

4. Select the desired message indicators: Urgent, Private, Read Receipt, or Secure | Click **Send**.

For assistance, contact the Enterprise Service Desk (ESD): Submit a ticket online at esd.nasa.gov, or call 358-HELP (4357) or 1-866-4NASAHQ (462-7247).

This document is posted on the ITCD Web site at: http://itcd.hq.nasa.gov/instructions.html

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